

CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Mayor and Commission
From: Faith G. Miller, City Manager
Subject: Weekly Courtesy Report
Date: November 19, 2010

Commission Workshop/Visioning Session:

Reminder: The Commission's upcoming Workshop/Visioning Session has been scheduled for Saturday, December 4th, from 9:00 a.m. to 3:00 p.m. Please forward your list of topics for discussion to the City Manager's Office for inclusion on the meeting agenda by Tuesday, November 23rd. Thank you.

Complimentary Email:

Attached for your information is a copy of an email (Exhibit A) from a resident regarding his experience obtaining a permit from the City. Good job to all involved!

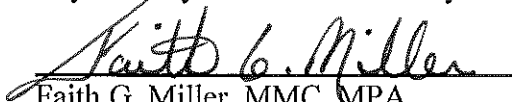
Official 2011 Holiday schedule:

Copy of the official 2011 City observed Holiday schedule is attached as Exhibit B.

Ongoing/Upcoming Events:

- **18th Annual "Deltona Day" Parade** – Saturday, November 20th, 10:00 a.m., Deltona Blvd. For those of you able to attend, please arrive no later than 9:30 a.m. for line-up. The Mayor & Commission members will be riding at the front of the parade either in convertibles or the City's fire truck.
- **Farmer's Market** - Every Saturday, 1649 Providence Blvd., 8:00 a.m. – Noon.
- **Flu Shots** available at Fire Station 61, Monday – Friday, 9:00 a.m. – 4:00 p.m., and Saturdays from 9:00 a.m. – Noon. Cost is \$25/person. Cash, check, Visa and MasterCard are accepted; the only insurance accepted is Medicare Part B.
- **City Hall Closed** – Administrative offices including City Hall will be closed for the Thanksgiving holidays on Thursday, Nov. 25th & Friday, Nov. 26th.

Thank you to those who were able to attend our Employee Holiday luncheon this week. Wishing all of you and your families the very best of the upcoming Thanksgiving holidays!


Faith G. Miller, MMC, MPA
City Manager

Faith Miller

From: nick maas [nickmaas@yahoo.com]
Sent: Thursday, November 18, 2010 11:41 AM
To: Faith Miller
Subject: Permitting Department

11/18/10

Ms. Miller,

I wanted to email you about my visit to your permitting department at the City Of Deltona yesterday.

I was trying to turn on power at my new home in Deltona. After going round and round for days with Progress Energy and paying them past bills from the previous owners, they then told me I had to go the the City to get permits and inspections.

I just wanted to let you know that I was dreading the bureaucracy and delays I was expecting.

I met a lady at the front desk who remembered talking to me and told me she just left me a follow up voice mail. She knew exactly who I was and what I needed. She sent me to Mr. Cy Butts, who way went far out of his way to help me. I still can't believe how receptive and willing to help me, your team were. It was like no other City Hall visit I have ever made. I am making you aware of this because they did everything they could to expedite my request.

I am now completely sold on the value of having City services and an incorporated City of Deltona after this visit and I'm going to tell everyone about it.

I can't thank you and your team enough for helping make a painful problem relatively easy and pleasant. You have an awesome team and I am so grateful for their help, cooperation and such pleasant demeanor yesterday.


Thankyou so much,

Respectfully,

Nick Maas
407-733-4310

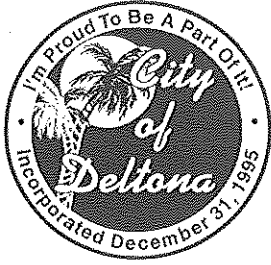
CITY OF DELTONA
Human Resources Department

Memo

To: Department Heads
From: Faith Miller, City Manager 
Date: November 18, 2010
Re: 2011 Holiday Schedule

The following days are the City's official holidays for the year 2011

Friday	December 31(2010)	New Year's Day
Monday	January 17	Martin Luther King Day
Friday	April 22	Good Friday
Monday	May 30	Memorial Day
Monday	July 4	Independence Day
Monday	September 5	Labor Day
Friday	November 11	Veteran's Day
Thursday	November 24	Thanksgiving Day
Friday	November 25	Thanksgiving Friday
Friday	December 23	Christmas Eve Holiday
Monday	December 26	Christmas Holiday



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CITY MANAGER'S OFFICE:

COMMUNICATION:

- Broadcast the Nov. 15 Commission Meeting
- Created a United Way display for the holiday luncheon.
- Provided audio/visual support for the holiday luncheon.
- Working to promote the Out & About Trip to St. Augustine.
- Produced/edited the following: "Fire Safety for Kids" for Safety Saturday and "Florida's Pine Forests" programs for DTV.

Media Relations :

- Spoke with Jason Allen of Channel 9 regarding the Fire Department transport agreement.
- Spoke with Jason Allen of Channel 9 regarding the increase with the number of deputies, for the VCSO in Deltona.

Press Releases:

- Letters to Santa
- "DTV/"Holiday House Parade"

BUILDING & ZONING DEPARTMENT:

Week of 11/05/10 thru 11/12/10:

- | | |
|--|----------------|
| • Building Permits issued for the week | 81 |
| • Valuation of work permitted for the week | \$249,442.14 |
| • Inspections completed for the week | 100 |
| • Total Permits issued for Fiscal Year 10/11 | 381 |
| • Valuation of work permitted for the year 10/11 | \$3,277,514.53 |
| • Solar Rebates Processed this week: | 1 |
| • Total Solar Rebates processed since 2/1/10: | 73 |

Permits Issued 11/05/10 – 11/12/10:

- | | |
|---------------------------|----|
| • AC Change Out | 13 |
| • Concrete Flat Work | 2 |
| • Door Replacement | 1 |
| • Electrical | 8 |
| • Fence | 8 |
| • Garage Door Replacement | 1 |
| • Gas Installation | 1 |
| • Interior Repair | 1 |
| • Mechanical | 1 |

• Patio Cover	1
• Plumbing	3
• Pool Enclosure	1
• Pool Inground	1
• Reroof	15
• Right Of Way	3
• Screen Enclosure	3
• Shed I	5
• Siding	2
• Sign	1
• Solar Panel Installed	1
• Water Heater Replacement	5
• Window Replacement	4
Total	81

CITY CLERK'S DEPARTMENT:

- 2nd Floor HR/CC Walk-In Customers: 80
- 2nd Floor calls Answered: 32
- Packages Picked Up: 3
- Packages Received: 29
- A/P Invoices Opened: 88
- Newspapers: 16 (7 hours)
- Public Records Requests Received: 6
- Public Record Request Amount Rec'd: \$86.63
- Documents imaged, pages: 1873 Large scale drawings imaged, pages: 123

ENFORCEMENT SERVICES DEPARTMENT:

- Responded to 271 requests for services this week.
- Animals impounded at the humane societies: 30.
- Citation warnings issued: 21.
- Courtesy notices: 83.
- Abatement notices: 12.
- Citations issued: 1.
- Code Enforcement telephone calls: 148.
- Solid Waste calls: 59.
- Citizen walk in requests for Code Enforcement assistance: 17.
- Citizen walk in requests for Solid Waste assistance: 1.
- Properties requiring grass to be cut by contractors: 14 at a cost of \$490.00.
- 30 certified mailings were sent out at a cost of \$166.20.
- Money collected for Animal tags, liens and return to owners: \$230.00.
- Foreclosures for this week:

Deltona	64
Volusia County	159
Total	223

FINANCE DEPARTMENT:

- Received 20 bids for sealing and painting City Hall. They are under evaluation.
- Working with Office Supply Companies to evaluate pricing for new contract.
- Set up IT to order toner for all printers. Toner only to be ordered through IT.
- Working with Olsen Construction for Social Services Building.
- Working with Guy Barrette Electric to determine Notice to Proceed date for Solar Lighting Project.
- Working on Fixed Assets.
- Closed out 2010 PO's in preparation for Year End.
- Preparing CIP Project files for records management.
- Preparing 2010 Annual Survey of Municipal Government Finances to U.S. Census Bureau.
- Working on Year-End Audit schedules.
- Working on Year-End close out.
- Attended meeting at Volusia County offices regarding DCA grant.

FIRE DEPARTMENT:

Fire Chief:

- Attended Volusia County Council meeting; scheduling of CoPCN ALS Transport public hearing. Postponed until the completion of a study of the impact on the Countywide EMS system / EVAC that is proposed for sometime early in 2011. The Fire Chief will be working with Public Protection and Councilman Josh Wagner to develop a scope of work for the study.
- Conducted an Aerial Apparatus meeting to determine the basic design of the apparatus. Three committee members will be traveling to Appleton, Wisconsin to meet with designers and build a template to work from. The Fire Chief anticipates to have the design and pricing complete to come before the Commission in early 2011.
- Attended a Demand to Bargain session with the HR Director on changes to the employee wellness program. The Union is requesting participation in the program and additional benefits that are outside the scope of the current labor agreement.
- Participated in a Webinar: The first 15 Minutes: Decision Making and Responder Safety at Roadway Incidents.
- Met with Mike Mellon, Executive Director of EVAC Ambulance reference Medical Priority Dispatch and EVAC units' active participation in the EMD/MPD program and compliance with established radio procedures. It is our hope that once we can be assured EVAC units are responding in a timely fashion to non-emergent incidents with a high probability of transport, that we can reduce sending multiple units to all non-emergency requests for medical care.
- Attended a planning meeting for Fire Rescue East; the annual conference and exposition sponsored by the Florida Fire Chiefs' Association. This conference will be held in Daytona Beach in January.
- Attended an EMS/Fire Science Programs Advisory Committee meeting at Daytona State College.

EMS:

- Attended follow-up meeting to review Spooktacular.
- Working on the EMS expenditure report for the state grant that we were awarded
- Held a CPR professional class
- Sent monthly County report that includes response time, medications administered, procedures performed and closest unit response data to the County EMS office
- Entered new employee information into Target Safety (training online program)
- Completed October QA's from EMS division (not medical director)
- Renewed 2 instructors for the American Safety & Health Institute

- Working on training calendar with Training Division
- Met with OCFD commander to go over EMSTARS data and flu shot training

Fire Loss:

- Attended a meeting with the design team for the church that is moving into the old roller skating rink on Doyle Road.
- Attended a meeting with the owner and architect for the expansion of the Bagel King into an additional suite located at 777 Deltona Blvd.

Information, Communications & Education:

- CERT monthly Training – CERT information overview & conducted monthly business meeting.
- Finalized Communication Center furniture information gathering & quotes.
- Over 500 personnel hours were used to coordinate, prepare and conduct programs for approximately 4,300 children & adults during Fire Prevention Week in the month of October. These programs included fire, medical and life safety programs, demonstrations and activities.

MONTHLY INCIDENT STATISTICS - OCTOBER 2010

Incidents	Total
Calls	715
Nulls	2
Total Calls	713
Mutual Aid Calls	Total
Mutual Aid Given	7
Mutual Received	11
Automatic Aid Given	6
Automatic Aid Received	3
Total Calls	27

Investigations, Programs & Bio-Terrorism	
Fire Investigations	9
Follow up Investigations	4
Juvenile Fire Setter Programs	0
Public Education Programs	19
Bio-Terrorism Calls	0

Monthly Inspection Summary - Month of October 2010	
Annual Commercial Inspections	28
Occupational License-Commercial	9
Occupational License-Residential	55
DCF Inspections	27
Plans Reviews	17
Systems Inspections	0
Construction Inspections	7
C/O Inspections	5
Complaint Inspections	5
Special Inspections	3
Burn Permit Inspections	0
Consultation	26
Hydrants - Installation Inspection - / Flow Test - 2 Maintenance -	2
Pre-plans	79
Quarterly Fire Station Inspections	0
School Fire Drills / Security Plan Review / Annual Inspections-32	32
Total Inspections	295

HUMAN RESOURCES:

- Performance Evaluations processed: 4
- Deltona JOBS Program Folders: 1st Floor lobby- 5 added, 2nd FL Lobby 5 added;
(To date 11/10/10) total # of Deltona JOBS Program folders taken -800
- New Hire Orientations: (1) Firefighter, (1) Admin Asst. Commission Office, (1) Utility System Technician
- Met with several department directors regarding personnel issues and coordination of personnel actions.
- FMLA requests: 2
- Coordinated employee wellness check-ups through Central Florida Regional Hospital. Check-ups held at City Hall and Deltona Water.
- Participated in Parks Attendant (Int) interview.
- Participated in the City's annual potluck holiday luncheon.
- Coordinated with management negotiation team regarding two union demand to bargain issues and a grievance issue.
- Met with the union regarding their demand to bargain the City's Wellness Program; recommended to the president that the City would agree to allow participation in the wellness check-ups, which is the goal of the program, but the union declined as they wanted an incentive (time off or a gift card if goals are met) to participate in this voluntary program which the City declined to offer.

PARKS AND RECREATION DEPARTMENT: Week ending 11/12/10

Administration:

- Farmers Market cancelled due to church function.
- Met with Healthy Start Coalition to provide access to the Craft Building at the Deltona Community Center.
- Met with holiday parade groups to discuss the upcoming November 20th Deltona Day Parade.
- Met with Taino Boxing representatives to discuss the City's agreement.

- Met with Progress Energy to discuss placement of the electrical pedestal.
- Conducted bid opening for sealing/painting City Hall.
- Conducted the Citizen Accessibility Advisory Sub Committee meeting.
- Conducted interviews for the Park Attendant position at the Deltona Community Center.

Facility Use Permits include:

- Deltona Community Center – 4 permits issued. Weekly attendance – 978.
- Harris M. Saxon Community Center – 1 permit issued. Weekly attendance – 373.
- Wes Crile Park – 9 permits issued. Weekly attendance – 1,679.
- Skate Park – 8 new passes. Weekly attendance – 975.

Special Events/Programs:

- Amphitheater:
 - December holiday program is scheduled for Saturday, December 11th and will feature holiday songs along with Santa's North Pole inside the auditorium.
- Harris M. Saxon Community Center:
 - Zumba dance classes continue.
 - Boys and Girls Club After-School program continues.
- Wes Crile Park:
 - Little Linksters Golf Fall Program continues.

City Leagues Currently Underway:

- Fall leagues (Men's, Senior and Church) continue.
- Modified pitch league continues.

Partner Leagues Currently Underway:

- Pop Warner cheerleaders continue practicing for end of year competitions.
- Deltona Youth Soccer travel team/in-house practice and games continue.
- Deltona Youth Soccer has formally been approved to host a tournament in late January.
- Deltona Little League and West Volusia Youth Baseball fall practice/games continue.
- FBVA fall season continues.

Parks Maintenance:

Mowed, edged and weed-eated: Veterans Memorial Park.

- Campbell Park – Pulled invasive weeds and picked up debris along shoreline.
- Church Parking Lot – Removed sand from fenced in area and filled with road base for Farmers Market.
- Festival Park – Repaired swing collar; replaced security screw and cleaned playground.
- Keysville Dog Park – Removed broken handicap swing; removed broken section of playground; removed broken handicap swing; removed broken section of playground.
- Lake Gleason Park – Box-bladed parking lot, including boat ramp; worked on wall.
- Skate Park – Repaired black fence rip out; installed new basketball net; painted skate wall to remove graffiti.
- Tom Hoffman Park – Removed black paint from toilet, sink and urinal; removed graffiti from picnic table and playground climbing wall; repaired both restroom doors.
- Veterans Memorial Park – Replaced donated sign on bench; replaced security light in south side restroom; spruced up flower beds for upcoming Veterans Day event; cleaned bird droppings and other marks from the memorial displays.

Parks Maintenance – Miscellaneous:

Weekly tasks include opening all the parks in the a.m., cleaning restrooms at parks, picking up and emptying trash at all parks and facilities; picking up trash around all pavilions; taking goods to storage; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.); cleaning playgrounds and sidewalks.

- Picked up popcorn machine for Hodge Podge event.
- Put new grill together.
- Stacked goods for Hodge Podge event.

City Hall, Fire Station, Sheriff's Department and Social Services Building Maintenance:

Weekly tasks include cleaning the Fire Station; inspecting Social Services building; vacuuming; emptying trash from DSC classrooms; emptying trash for different departments; spraying and pulling weeds from various areas, trimming bushes and trees, watering sod and new shrub; walking the grounds and picking up trash; sweeping sidewalk; setting up commission chambers for various meetings and resetting afterwards, vacuuming the chambers, replenishing restroom supplies throughout the entire building; cleaning restrooms; unclogging various toilets in restrooms on both floors; replacing light bulbs throughout the building, courtyard and walkway; cleaning front of building; replacing restroom fresheners and batteries; vacuuming Commission Chambers and hanging pictures (as requested) throughout City Hall.

- Moved cabinets and furniture for Legal Department.
- Moved bookcases for Purchasing and Parks.
- Re-arranged office in City Clerk's department.
- Checked temperature throughout building.
- Escorted Boyer Locksmith to repair door.

Sports Turf Maintenance:

- Normal routine maintenance at:
 - Dewey Boster Sports Complex.
 - Baseball and Pony League Fields.
 - Vann Park.
 - Dupont Lakes.
 - Wes Crile Park.
 - Trained employee on field preparation at Dupont Lakes.
 - Repaired irrigation heads at Pony League and Vann Park.
- Sports Complex:
 - Underbrush shrubs on field 3.
 - Mulched the trail.
 - Mowed valve box at Pony League for better access.
 - Repaired rollers on 6500 Fairway mowers.
 - Inspected playground for damage, bees and ants.

PLANNING & DEVELOPMENT:

Executive Summary:

The Planning and Development Services Department is appreciative of the cooperation the new Commission provided in transition to on-going work efforts being brought forward at the City Commission Workshop on November 9th and at the City Commission hearing on November 15th. The effort to streamline the development review and permitting process received positive support and the approval of the change in thresholds for application passed at first reading of the ordinance.

Planning:

The Capital Improvements Element (CIE) was approved at first reading at the November 15th City Commission hearing. The adoption hearing is proposed for December 13th. This meets the State planning mandate of a December 2010 adoption of the annual update and is valid for a period of one (1) year. The City will be focused on implementation of the streamlined process in the coming months to ensure that City departments become more integrated.

Housing & Community Development:

The Housing & Community Development Section has successfully completed work efforts for the Tropical Storm Fay SHIP Disaster funds. The grant funded projects do not have 2nd mortgages for recording and with lien waiver sign-off are completed. The non-grant awards have 2nd mortgages and are being recorded prior to the November 2010 deadline. Work continues in the NSP 1 program with the anticipated completion of seven (7) homes within the next month for a total of nine (9) homes to be sold. The NSP 3 program is beginning.

Economic Development:

The City is increasing its efforts in Team Volusia and is being contacted for a greater number of prospects. The Department is focused on the previously approved projects of Bella Vista, Deltona Village, ICC, and Howland Crossings as the best locations for development. Also, the Commission asked to receive a running spreadsheet of projects (existing and proposed) to track development. The Department will provide this document within the next Weekly Report.

PUBLIC WORKS:

Traffic Operations:

Weekly tasks include monitoring crews and downloading and evaluating traffic survey information.

- **Signs:**
 - Removed garage/yard sale signs throughout the City.
 - Repaired (5) signs throughout the City.
 - Fabricated and installed new signs at the intersection of E Barlington & W Barlington – (1) left turn warning sign; (2) 15 mph advisory signs; (1) right turn warning sign.
- **Asphalt:**
 - Completed 3 asphalt repair work orders – ¼ ton.
 - Repaired road edge in front of the driveway at 2098 El Campo – ¼ ton.
 - Repaired 10'x 20' section of asphalt at 2090 El Campo for stormwater dept – 3 tons.
 - Repaired 12'x 20' section of asphalt at the intersection of El Campo & Eunice for stormwater dept – 3 ½ tons.
- **Speed Trailer:** Removed from 1600 N Page Dr and installed at 2570 Captain Dr.
- **Message Boards:** Deployed to Saxon & N Normandy Blvd and Providence Blvd & City Hall and reprogrammed to reflect Car Wash and sale for Teen Advisory Board.
- **Misc:**
 - Checked all automatic school flashers to make sure time reflects daylight savings time at various locations throughout the City.
 - Deployed barricades and detour signs for water main break on Baton.
 - Evaluated a report by dispatch that street lights are out at Ft Smith & Courtland Blvd.

Field Operations:

Weekly tasks include evaluating work orders called in by residents.

- **Beautification:** Picked up three crepe myrtle trees from Pell's Nursery.
- **Concrete:** Sidewalks – 1339 Whitewood – 11'x 4', 3'x 4'; 1317 Hartley – 9'x 4'; 1293 Whitewood – 5'x 4', 5'x 4'; 1301 Whitewood – 5'x 4'.

- **Clam Truck:**
 - Debris – 24.
 - Trimming – 11.
- **Drop Offs:**
 - 638 Armadillo; Utica & Venus – repair drop off.
 - 1518 Lullwater; 2250 E Fairbanks; 1919 Plum Tree – repair drop off and sod (1/2 pallet).
 - 702 4th St; 3066 Parma – repair drop off and sod (1 pallet).
 - Fairbanks & Banbury; S Anchor between E Parkton & Finland; Catalina & Summit Hill – repair drop off and sod (3/4 pallet).
 - 713 N Firwood; Catalina & Folger; repair drop off and sod (1/4 pallet).
 - 2722 Deep Creek – repair drop off and sod (1 ½ pallet).
- **Slope Mowing:** 668 Randolph – 238'; Alley 638 – 289'; Freeport Ter – 310'; Clayton & Addison – 277'; Clayton & Wilmington – 403'.

Fleet Maintenance Division:

- **Vehicles:** PM – 3; Repairs – 9.
- **Equipment:** PM – 4; Repairs – 11.
- **Road Calls:** 3.
- **Pickup or Deliver to Outside Facility:** 1.

Stormwater Division:

Weekly tasks include check and monitor all electric pump stations; respond to all safety concerns; talk to residents about their concerns; check and record lake levels; manage current CDBG projects; implement NPDES Inspection program.

- **Construction Crew:** Gloria/El Campo – cut out 3 road crossings for asphalt; reshaped swales and hauled off dirt.
- **Drainage Area Maintenance (Aebi Mowing):** 1.4 acres of drainage areas maintained.
- **System Cleaning (Vac Truck):** watered sod on Gloria from Sullivan to Eunice.
- **Right of Way Mowing Crew:** cleaned and edged both sides of Deltona Blvd from Enterprise Rd to Doyle; cleaned center of Deltona Blvd from Normandy Blvd to Enterprise Rd.
- **Right of Way Litter Crew:** 198 Gallons of litter removed.

UTILITIES:

Customer Service

November 2010	8	9	10	11	12	13	14	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
DW – Lockbox	867	539	569	X	368	X	X	2343
Ebox	260	316	205	X	221	X	X	1002
Call Center Calls	475	403	362	X	482	X	X	1722
Walk-ins/Drop Box	424	264	248	X	313	X	X	1249
On-line Payments	148	163	167	130	165	118	97	988

Customers Disconnected for Non-Pay

November 2010	9	10	Total
	Tues	Wed	
	Cycle	1&2	
Total on Disconnect List	103		103
Off in error/DW error			
Off in error/Munis error			
Misapplied Payment			

Construction Log & Service Orders

November 2010	8	9	10	11	12	13	14	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Water Service								
Meter Sets								
Reclaim Meters								
Fire Hydrant Installs								
Fire Hydrant Replacement			1					1
Fire Hydrant Repair								
Replace Meter Box	10	1	2		2			15
Locates Received	5	5	6	22	5			43
Locates Completed	4	9	6	0	27			46
Main Leaks			1					1
Service Leaks		1			1			2
Sewer Repairs								
Sewer Blockage								
KV2 Valves	8	2			2			12
Service Replacements	4	1			1			6
Meter Change Outs	3	4	5		6			18
Service Orders	81	87	96		92			356
Disconnects		103						103
Drainfield Leaks								
Meter Retirements			3					3